

Cont 07
Figure 12(b), a user may provide the following customization and report builder options as indicated in the field 1570; general customization options, by selecting field 1571; layout customization options, by selecting field 1573; access customization options, by selecting field 1575; hierarchy customization options, by selecting field 1577; geographic customization options, by selecting field 1578; and, notification customization options, by selecting field 1579. For the following description regarding Figure 12(b) it is assumed that the area code summary format had been selected, however, it should be understood that the same principles apply to any selected format.--

REMARKS

The specification has been amended to correct minor typographical errors. No new matter has been introduced. Upon approval of the Examiner, Figs. 7 and 12(c) will be amended as shown in the attached Request for Approval of Drawing Change to include reference number 154 and remove reference number 1580, respectively. No new matter has been introduced. Claims 1, 3-5, 7-15, 56-60 and 96 remain pending in this application.

The Office Action states that the applicants have not complied with provisions of 35 U.S.C. § 119(e) since none of the inventors named in the provisional application from which the present application claims priority are named as an inventor of the present application. The applicants' representative is still investigating the priority claim with respect to the inventorship of the present application to ensure that the proper priority has been claimed with respect to Provisional application 60/060,655 and as to whether a correction of inventorship is required.

The drawings have been objected to for a number of minor informalities. In particular, the

Office Action states that the reference numbers 58a, 58b and 58c discussed at page 41, line 16 are not shown in the drawings. The applicants, however, point to Fig. 3 which shows these items in box 12.

The Office Action also states that item 154 discussed at page 52, line 26 is not shown and that element 1580 is used for two different elements in Figs. 12(b) and 12(c). Fig. 7, as amended, shows item 154 being associated with the user platform that includes the Web Browser, as supported by page 52, lines 23-28 of the specification. Fig. 12(c), as amended, has deleted item 1580.

The Office Action further states that items 158, 600 and 83(a) are not shown in the Figures. The specification has been amended to correct these typographical errors.

Lastly, the Office Action states that the difference between tool bar 1504 and menu bar 1506 in Fig. 16 is not clear. The applicants point out that these are common terms in the art and are clearly described at pages 54 and 55 of the specification. Based on this description in conjunction with Fig. 16, the applicants believe that one of ordinary skill in the art would be able to understand the functions of each of these elements and the differences between these elements.

In summary, the applicants believe that all the objections to the drawings have been addressed. Accordingly, withdrawal of the objections to drawings is respectfully requested.

The specification has been objected to for a number of minor informalities. The specification has hereby been amended to address the Examiner's concerns. Accordingly, withdrawal of the objections to the specification is respectfully requested.

Claims 1, 3-5, 7-15, 56-60 and 96 have been rejected under 35 U.S.C. § 103(a) as being unpatentable over Scholl et al. (U.S. Patent 6,145,001; hereinafter Scholl) in view of Harris et al. (U.S. Patent 5,533,108; hereinafter Harris). The rejection is respectfully traversed.

Claim 1 recites at least one dispatch server for communicating with the secure web server and a plurality of system resources. Claim 1 also recites that the plurality of system resources includes a network manager which manages the routing of the customer's traffic over the communications network and a view application to review the network traffic. Claim 1 further recites that the network manager and view application are responsive to proxy requests from the dispatch server to enable the customer to command and control switched voice traffic resources and switched data traffic resources provided by the enterprise to the customer. Neither Scholl nor Harris discloses or suggests these features, as discussed in detail below.

For example, as to claim 1, the Office Action states that Scholl discloses a system that includes at least one web server at least one dispatch server a plurality of system resources and a network manager (Fig. 3, devices 3, 5, 6 and 9, respectively). The Office Action admits that Scholl does not disclose "switched communications including switched voice traffic resources and switched data traffic resources (Office Action – page 4). The Office Action, however, states that Harris discloses the use of switched voice traffic resources and switched data traffic resources including switched toll free voice traffic resources for a new network management system" and points to the Abstract of Harris for support (Office Action – page 5).

First, even if Harris does disclose the use of switched communications that include voice and data traffic resources, this is not what is recited in claim 1. Claim 1 recites that the network manager and the view application are responsive to proxy requests from the dispatch server to enable the customer to command and control switched voice traffic resources and switched data

traffic resources provided by the enterprise to the customer. The mere fact that Harris discloses the use of switched voice and data traffic resources does not read on the claimed features.

More particularly, the Abstract of Harris discloses a method and system for routing phone calls from a caller to a selected destination based on voiceband (voice) and digital services (data) transport capabilities. This portion of Harris, or any other portion, does not disclose receiving requests from a dispatch server to enable the customer to command and control switched voice traffic resources or switched data traffic resources, as recited in claim 1.

In addition, in the response to arguments section at pages 5-6, the Office Action recites the disclosure of Scholl at col. 9, lines 10-29 and adds that "Scholl clearly discloses controlling resources on the network (e.g., the ability to isolate, diagnose, resolve and log network problems on a real-time basis to maximize network availability, the optimization of network performance through network performance data collection and analysis, the control of network access and use). Further, Scholl discloses generating a report in real time (e.g., log network problems on a real-time basis)." Apparently, the Examiner is implying that these features read on the claimed features recited in claim 1. The applicants strongly disagree.

The features discussed above, such as the ability to diagnose problems, optimize network performance, and control network access and use, do not refer to abilities of the customer. These features are provided by the network management services. Claim 1, in contrast, recites that the network manager and view application are responsive to requests from a dispatch server that enables the customer to command and control voice and data traffic resources provided by the enterprise to the customer.

The portions of Scholl referenced merely discloses that network management service applications perform various conventional network management functions and that customers

may be given “different views of the managed information, that is, suppress information, provide additional information, support different commands, and other functions” (Scholl – col. 9, lines 25-29). This is not equivalent to enabling the customer to command and control switched voice and data traffic resources, as recited in claim 1.

Therefore, the combination of Scholl and Harris does not disclose or suggest each of the features of claim 1. Accordingly, withdrawal of the rejection and allowance of claim 1 are respectfully requested.

Claims 3-5 and 7-15 depend from claim 1 and are believed to be allowable over the combination of Scholl and Harris for at least the reasons claim 1 is allowable. In addition, these claims include additional features not disclosed or suggested by the prior art of record.

For example, claim 3 recites that the switched voice traffic resources include switched toll free voice traffic resources and the network manager includes a toll free network manager application to command and control the routing of switched toll free voice traffic; claim 4 recites that the switched voice traffic resources include switched call center voice traffic resources and the network manager includes a call manager application to command and control the routing of switched voice traffic between call centers; and claim 5 recites that the network manger includes an outbound network manager to command and control switched toll traffic.

As pointed out in the previous response, the Office Action has not particularly addressed any of these features. The applicants respectfully request that any subsequent Office Action specifically point out where these features are allegedly disclosed in the prior art of record or withdraw the rejections. In any event, neither Scholl nor Harris discloses or suggests any of these features. For at least these additional reasons, withdrawal of the rejection and allowance of claims 3-5 are respectfully requested.

Claim 12 recites that the reporter includes a priced call application for enabling a customer to generate priced reports and invoices for a plurality of switched voice communication applications. As pointed out in the previous response, the Office Action has also not particularly addressed this feature and the applicants respectfully request that any subsequent Office Action point out where this feature is allegedly disclosed in the prior art of record. In any event, neither Scholl nor Harris discloses or suggests this feature. For at least this additional reason, withdrawal of the rejection and allowance of claim 12 are respectfully requested.

Claim 56 recites a plurality of system resources that includes a toll free network manager which manages the routing of the customer's toll free voice traffic and a real time monitor which provides near real time monitoring of network traffic. Claim 56 also recites that the network manager and real time monitor are responsive to proxy requests from the dispatch server to enable the customer to manage the communications network resources provided by the enterprise to the customer in near real time.

The Office Action has also not particularly addressed these features. In any event, similar to the discussion above with respect to claim 1, neither Scholl nor Harris discloses enabling the customer to manage communications network resources provided by the enterprise to the customer, much less manage such resources in near real time. For at least these reasons, withdrawal of the rejection and allowance of claim 56 are respectfully requested.

Claims 57-60 depend from claim 56 and are believed to be allowable for at least the reasons claim 56 is allowable. In addition, these claims include additional features not disclosed or suggested by the prior art of record.

For example, claim 57 recites that the system includes a single order entry application that enables a customer to identify and authenticate a plurality of users with distinct toll free call

manager entitlements and to modify the entitlements. Claim 58 recites that the system includes an E-billing application that enables the customer to manage and pay for services provided by the enterprise. Claim 60 recites that the system enables invoice generation and electronic payment for pre-selected customer user calls over the public Internet.

The Office Action has not particularly addressed any of these features. The applicants respectfully request that any subsequent Office Action particularly point out where Scholl or Harris allegedly discloses these features or withdraw the rejections. In any event, neither Scholl nor Harris discloses or suggests any of these features. For at least these additional reasons, withdrawal of the rejection and allowance of claims 57, 58 and 60 are respectfully requested.

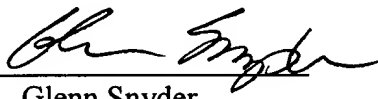
Claim 96 recites similar features as claim 1 in method claim form. For reasons similar to those discussed above with respect to claim 1, withdrawal of the rejection and allowance of claim 96 are respectfully requested.

CONCLUSION

In view of the foregoing amendments and remarks, applicants respectfully request withdrawal of the outstanding rejections and the timely allowance of this application.

To the extent necessary, a petition for an extension of time under 37 C.F.R. § 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account 13-2491 and please credit any excess fees to such deposit account.

Respectfully submitted,
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MARKED-UP VERSION OF AMENDMENT SHOWING CHANGES MADE

IN THE SPECIFICATION:

The paragraph at page 21, lines 4-7 has been amended as follows:

Figures 11(a) – 11(c) illustrate flow diagrams depicting the report request/scheduling process [600] 300 implemented by StarWRS Report Manager and Report Requestor tools of the invention;

The paragraph at page 36, line 20 to page 37, line 10, has been amended as follows:

Each of the individual proxies may be maintained on the dispatch server 26, the related application server, or a separate proxy server situated between the dispatch server 26 and the midrange server 30, also referred to an Intranet application server 30. The relevant proxy waits for requests from an application client running on the customer's workstation 20 and then services the request, either by handling them internally or forwarding them to its associated Intranet application server 30. The proxies additionally receive appropriate responses back from an Intranet application server 30. Any data returned from the Intranet application server 30 is translated back to client format, and returned over the internet to the client workstation 20 via the Dispatch Server 26 and at one of the web servers in the DMZ Services cluster 24 and a secure sockets connection. When the resultant response header and trailing application specific data are sent back to the client browser from the proxy, the messages will cascade all the way back to the browser 14 in real time, limited only by the transmission latency speed of the network.

The paragraph at page 45, line 16 to page 46, line 7, has been amended as follows:

Figures 5(a) and 5(b) illustrate example nMCI Interact home pages, i.e., a Web page having the backplane object 12. The home page 79(a) is downloaded after the authentication via a logon page and provides, for example, a suite 95 of network management reporting applications including: MCI Traffic Monitor application 85; an alarm monitor application 87; a Network Manager application 89 and the Service Inquiry application 91. Access to network functionality is also provided through Report Requester 83, which provides a variety of detailed reports for the client/customer and a Message Center [77] 81 for providing enhancements and functionality to traditional e-mail communications. An application toolbar 71 is also provided that is different from the icons 95 in that the application tool bar remains on a screen even when the home page 79(a) is no longer displayed. The home page also typically comprises HTML links to other services 96. These services may be new information center, features benefits, or support center for the system of the present invention.

The paragraph at page 46, line 27 to page 47, line 12, has been amended as follows:

If the desired application is derived from java.applet.Applet, a new browser window is created, and directed to the HTML page from which the applet is to be loaded [338]. This will cause the browser to load the applet, and call its init () and start () method. In its init () method, the applet obtains a reference to the backplane by calling the static method of the CoBackPlane class getBackPlane(). Also in its init () method, the applet notifies the backplane that it has been launched by calling the backplane's registerApp() method. Alternatively, if the desired application is an application requiring a direct URL launch from the home page, for example RTM as shown at step 112, the desired application is invoked by retrieving a Web page having the application's URL as shown at step 118.

The paragraph at 52, line 23 to page 53, line 10, has been amended as follows:

Figure 7 illustrates a general architectural overview of the StarOE component which includes a StarOE server 39 resident in a midrange computer, and an associated client application 154 running in a user platform having a Web browser, hereinafter referred to as a StarOE client application. The StarOE server 39 processes a number of transaction requests relating to authentication and entitlement, from other application services, both from the client and the application server [158] 30 sides of the network. In addition, the StarOE server 39 receives transaction requests from the StarOE client application. The transactions are typically message driven and comprise requesting transactions and response transaction. The StarOE server 39 responds to the message requests by formulating transaction responses and transmitting them to the requesting servers and clients.

The paragraph at page 80, lines 17-19 has been amended as follows:

An overview of the report request/scheduling process [600] 300 implemented by StarWRS Report Manager and Report Requestor tools will now be described.

The paragraph at page 83, line 27 to page 84, line 25, has been amended as follows:

Whether creating a new report or editing an existing report, the user is enabled to select customization options as indicated at step 330, Figure 11(a). Figure 12(b) illustrates the dialog screen [1596] 1569 presented to the user showing all the report customization categories for building a new report and editing an existing report. From this screen and related report building dialog boxes, all of the initial values for retrieving the MetaData, customization options and GUI builder options from the report manager server 250 necessary to build (edit) a report are provided

in accordance with the user's entitlements. Thus, in view of the exemplar web page shown in Figure 12(b), a user may provide the following customization and report builder options as indicated in the field 1570; general customization options, by selecting field 1571; layout customization options, by selecting field 1573; access customization options, by selecting field 1575; hierarchy customization options, by selecting field 1577; geographic customization options, by selecting field 1578; and, notification customization options, by selecting field 1579. For the following description regarding Figure 12(b) it is assumed that the area code summary format had been selected, however, it should be understood that the same principles apply to any selected format.

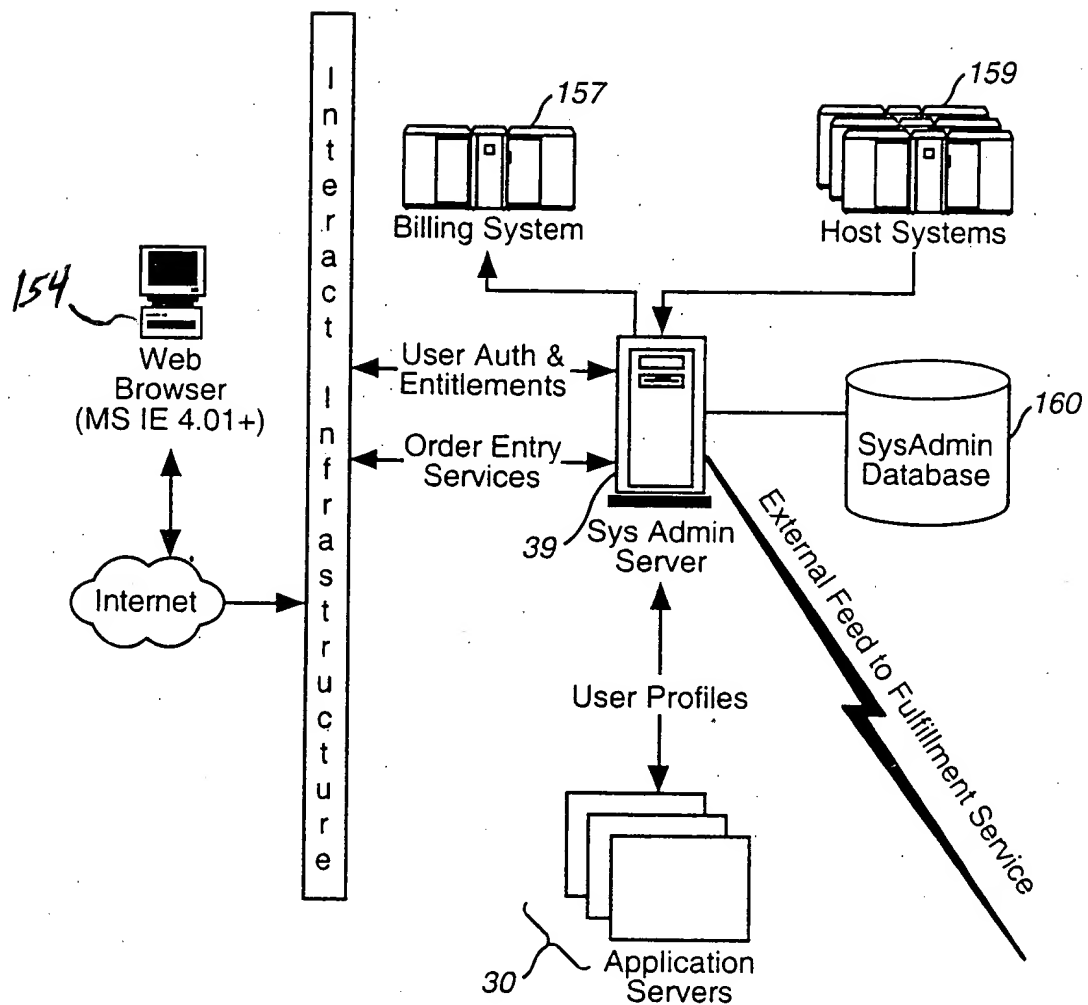


FIG. 7



PROPOSED DRAWING CHANGE

16/125

1597

1583

1582

1584

1585

1586

1571c

Create Area Code Summary

Expand Tree to Build Report

Enter Data

Area Code Summary

- General
- Report Title
- Report Description
- Schedule**
- Layout
- Number of Rows
- Report Columns
- Access
- IDAC/Supp. Codes
- Inbound Access
- Hierarchy
- Billing Location
- Geographic
- Notification
- Paging
- Email

Schedule Type

Time Zone: US Mountain Time

☒ Recurring ☐ Hourly ☒ Daily ☐ Weekly ☐ Monthly

☒ One Time ☐ Range ☐ Discrete

Start Time: 12:00 AM

End Time: 12:00 AM

Clear Add>>

Start Date: 00/00/0000

End Date: 00/00/0000

Remove Selection

Save & Exit Save & Run Cancel Cust. Service Help

FIG. 12(c)